

Statement of Work

Local Radio Combo Package

1.0 Description

Local Radio Combo Package provides operational check and board level repair services for mobile, portable, two-way and mobile data. An operational check is an analysis of the Equipment to identify external or internal defects. Local Radio Combo Package also includes service on standard palm microphones and single mobile controls heads, provided that they are required for normal operation of the two-way mobile and are included at the point of manufacture. Service is only included on Equipment specifically named in the applicable Agreement to which this Statement of Work is attached.

Local Radio Combo Package excludes repairs to: optional accessories; iDEN accessories; iDEN mobile microphones; non-standard mobile microphones, mobile external speakers; optional or additional control heads, single and multiple unit portable chargers; batteries, mobile antennas; mobile power & antenna cables and power supplies.

The following are excluded from Local Radio Combo service unless they are purchased as an option for an additional fee. The options are OnSite, Radio Survey and Analysis, Portable Remote Speaker Microphones, Portable Antenna Replacements Mobile Remote Control Heads.

The terms and conditions of this SOW are an integral part of Motorola's Service Terms and Conditions or other applicable agreement to which it is attached and made a part thereof by this reference.

2.0 Motorola has the following responsibilities:

- 2.1 Service to be performed at the Servicer facility during Standard Business Days.
- 2.2 Perform an operational check on the Equipment to determine the nature of the problem.
- 2.3 Remove/reinstall mobile or data Equipment from/to Customer's vehicle as needed for additional servicing.
- 2.4 Test and Restore the Equipment to Motorola factory specifications.
- 2.5 Remove any dust, and/or foreign substances from the Equipment.
- 2.6 Reprogram Equipment necessary to return Equipment to original operating parameters based on the template in the Equipment, if the template information can be retrieved from the Equipment, or from a backup diskette provided by Customer containing the template information. If the Customer template is not provided or not reasonably usable, a generic template utilizing the latest Radio Service Software (RSS) version for that Equipment will be used. The Equipment will require additional programming by the Customer to Restore the original template.
- 2.7 Notify Customer upon completion of repair for pickup of Equipment.

3.0 Customer has the following Responsibilities:

- 3.1 Deliver and pick up Equipment to/from the Servicer facility.
- 3.2 Inform Servicer of description of problem for Equipment brought in for service.
- 3.3 If the Equipment will not power up, or if desired, supply Servicer with a backup diskette with the Software template or programming in order to assist in returning the Equipment to original operating parameters. If applicable, record the current flashcode for each radio.
- 3.4 If Motorola must use a generic template to restore Equipment to operating condition, Customer is responsible for any programming required to Restore Equipment to desired parameters.
- 3.5 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the Local Radio Combo Package service to Customer.



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Local Radio Combo Package OnSite Option – Pick up & Delivery

1.0 Description of Service

Equipment will be picked up from and delivered to the Customer's location, within a designated radius of the Servicer facility. Schedule pickups will be mutually agreed upon and outlined in the Customer Support Plan. This Option covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

- 2.1 Use reasonable efforts to pickup and deliver Equipment per the mutually agreed upon Customer location, days of week, and preferred time. If a pick up/delivery cannot occur according to the preferred schedule, Customer will be contacted prior to the scheduled pick up/delivery, to arrange a mutually agreeable alternative date and/or time for pick up/delivery.
- 2.2 Generate service receipt and leave with Customer.

3.0 Customer has the following responsibilities:

- 3.1 Designate mutually agreeable location for service pickup and delivery, days of week, and preferred time.
- 3.2 Provide problem description along with unit.

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Local Radio Combo Package Radio Survey and Analysis Option

1.0 Description of Service:

Radio Survey and Analysis provides for one annual operation test to ensure the Customer's Equipment meets manufacturer's specifications. This service will be provided during Standard Business Days at the Servicer facility. This Option covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached. There is an additional fee for the Radio Survey and Analysis Option to be performed at the Customer location.

2.0 Motorola has the following responsibilities:

- 2.1** Physically inspect the Equipment.
- 2.2** Remove any dust, and/or foreign substances from the Equipment.
- 2.3** Measure (original measurements and the adjusted measurements), record, align and adjust the following applicable Equipment parameters, to the frequency and modulation outlined in the Rules and Regulations of the Federal Communications Commission (FCC):
 - 2.3.1.** Receive frequency
 - 2.3.2.** Transmit frequency
 - 2.3.3.** Deviation
 - 2.3.4.** Transmitter power
 - 2.3.5.** Reflected power in antenna line (mobile antennas only)
 - 2.3.6.** Receive sensitivity
 - 2.3.7.** Audit output levels

3.0 Customer has the following responsibilities:

- 3.1** Provide preferred schedule for Radio Survey and Analysis to Motorola.
- 3.2** Contact the Servicer prior to Equipment being brought in for service.
- 3.3** Deliver portable Equipment and/or drive vehicles with mobile Equipment to Servicer.



Statement of Work

Local Radio Combo Package Antenna Replacement Option for Portables

1.0 Description of Service

The Antenna Replacement Option provides for an operational check and Restoration of the portable antenna. Due to the nature of this Option, Customer's entire inventory of portables must be covered by this Option. This Option covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

2.1 Check and replace antenna as needed.

3.0 Customer has the following responsibilities:

3.1 No additional responsibilities.



Statement of Work

Local Radio Combo Package Remote Speaker Microphone Option for Portables

1.0 Description of Service

Remote Speaker Microphone Option provides for the Restoration and/or replacement of remote speaker microphones that have become defective through normal wear and usage. This Option includes service to the remote speaker microphone cord that attaches to the portable. Due to the nature of this Option, Customer's entire inventory of portables must be covered by this Option. This Option covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

2.1 Restore and/or replace remote speaker microphone as needed.

3.0 Customer has the following responsibilities:

3.1 No additional responsibilities.



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Local Radio Combo Package Remote Control Head Option for Mobiles

1.0 Description of Service

Remote Control Head Option for Mobiles provides for the Restoration of additional remote control heads, extended control heads, and Direct Entry Keypad (DEK) Plus that have become defective through normal wear and usage. Due to the nature of this Option, Customer's entire inventory of mobiles must be covered by this Option. This Option covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

2.1 Restore remote control heads, extended control heads, and/or Direct Entry Keypad (DEK) Plus as needed.

3.0 Customer has the following responsibilities:

3.1 No additional responsibilities.